

GENERAL SERVICES ADMINISTRATION
NATIONAL CAPITAL REGION (NCR) - PUBLIC BUILDINGS SERVICE (PBS)
OFFICE OF MISSION SUPPORT & PERFORMANCE IMPROVEMENT

STATEMENT OF WORK
FOR EMPLOYEE DIVERSITY AND INCLUSION TRAINING

1.0 BACKGROUND

The Public Buildings Service is the landlord for the civilian Federal Government. PBS manages over 370 million rentable square feet of workspace for federal employees, owns 1,600 plus assets totaling over 180 million rentable square feet, and manages 7,000 plus leased assets totaling over 180 million rentable square feet. The rent federal agencies pay is the major source of funding. The National Capital Region is responsible for the management of approximately 30% of the total inventory in the DC metropolitan area.

The unique premise of this training is to ensure NCR PBS workforce receives valuable and paradigm changing training to improve employee awareness around inclusive diversity and inclusion fundamentals.

This learning solution will provide NCR PBS employees with specific skills to address diversity related concerns and foster an inclusive climate that improves organizational performance. Ultimately we hope to disrupt current misperceptions employees might have as it relates to diversity and race and create the space for employees to listen and learn about the personal experiences of our diverse workforce.

2.0 SCOPE

NCR PBS has a need for Employee Diversity and Inclusion training. The contractor shall provide an off-the-shelf course meeting the requirements for each training session. The contractor shall include educational materials and content to help our employees understand the following subject matter and its impact in the workplace:

- Microaggressions
- Unconscious Bias / Diversity Awareness
- How to have a conversation about race and diversity
- Conflict Resolution

3.0 SPECIFIC REQUIREMENTS/TASKS

The course shall provide information to enhance the participants knowledge on diversity and inclusion processes, tactics, service delivery models, value proposition, individual and organizational benefits of diversity and inclusion. This training will focus on behavioral and process changes, and the productivity gains and impact to the workplace. Through case studies, discussions, video scenarios and personal feedback, employees and explore critical issues related to specific workforce diversity concerns.

3.1 TASK ONE: *Four (4) one (1) hour virtual training courses*

The Contractor shall provide four (4) one (1) hour classes open to all 1100 employees virtually on mutually agreed upon dates between August 8, 2021 and December 31, 2021 using GSA's Google Hangout platform.

- **Session 1 - Microaggressions**
 - Definition of the subject matter
 - Understanding common forms of microaggression in the workplace
 - Tactics to be aware
 - Impact of microaggressions in the workplace
 - Non-aggressive ways to respond to microaggressions
- **Session 2 - Unconscious Bias / Diversity Awareness**
 - Definition of the subject matter
 - Recognizing unconscious bias in the workplace
 - How to recognize personal biases and make more informed decisions
 - The relationship between unconscious bias, diversity and inclusion and preventing discrimination
- **Session 3 - How to Have Conversations about Race and Diversity In The Workplace**
 - Active listening
 - Identifying Stereotypes
 - Self Reflection Tool
 - Action Plan

- **Session 4 - Race Related Conflict Resolution**
 - Identify an issue in the workplace
 - Explore effective negotiation and mediation skills.
 - Identify key relationship building techniques
 - Implement appropriate strategies for managing and resolving different kinds of conflict.

These four sessions should be interactive utilizing polling, pulse surveys to help draw points. In addition the government shall have a chat capability to draw questions from the participants which the trainer will address during the session or provide additional information that can be shared broadly after the session.

3.2 TASK TWO: Three (3) one (1) hour facilitated discussions

The Contractor shall provide a highly skilled facilitator well versed in the topics identified in Task One to lead 3 one hour virtual discussions open to employees. Each of these facilitated discussions will be limited to 25 employees max.

The contractor shall invite participants into a conversation about race and diversity in the workplace. The contractor will invite participants to share personal stories or anecdotes and help participants gather insights from these personal experiences that can be translated into lessons for the group.

The following schedule reflects the Government's intent for the execution of task one and two:

4.0 COURSE MATERIALS

- For the 4 training sessions identified in task 1, the contractor will provide electronic copies of any materials used for the virtual training session in order to share with employees through the virtual calendar invite.
- The contractor shall be responsible for providing any audio or visual materials to be used in delivering the virtual training.
- The contractor shall provide a copy for the course material(s) and presentation to the Government for FINAL review and approval NLT 15 days after award.

5.0 GOVERNMENT FURNISHED RESOURCES

6.0 CONTRACTOR PERSONNEL

6.1 QUALIFIED PERSONNEL

The Contractor shall provide qualified personnel to perform all requirements specified in this SOW.

6.1.1 KEY PERSONNEL

The contractor must provide the name of one key personnel POC to make all training arrangements and ensure instructors are scheduled and know the location and time to conduct training. Contractor will provide the key personnel POC name and email address to the COR and Program office. If there are any problems/changes with scheduling, the government will contact the contractor's key personnel.

The Contractor shall designate an individual to serve as the Program Manager (Key Personnel). The Program Manager shall conduct overall management coordination and shall be the central point of contact with the Government for performance of all work. A Contractor employee shall be designated in writing, to act for the Program Manager when work is being performed outside of duty hours or during the Program Manager's absence. The Program Manager and any individuals designated to act in that capacity shall have full authority to contractually bind the Contractor for prompt action on matters pertaining to execution of the contract.

6.2 EMPLOYEE CONDUCT

Contractor's employees shall comply with all applicable Government regulations, policies and procedures. The Contractor shall ensure Contractor employees present a professional appearance at all times and that their conduct shall not reflect discredit on the United States or the General Services Administration. The Project Manager shall ensure Contractor employees understand and abide by GSA regulations and policies concerning safety and security.

7.0 PERFORMANCE PERIOD

The period of performance for this contract is as follows:

Base Year: 8/07/2021 – 12/31/2021

Option Yr. 1 - 01/01/2022 - 12/31/2022

Option Yr. 2 - 01/01/2023 - 12/31/2023

Option Yr. 3 - 01/01/2024 - 12/31/2024

Option Yr. 4 - 01/01/2025 - 12/31/2025

8.0 PLACE OF PERFORMANCE

The primary place of performance will be virtual attendance using GSA's Google Hangouts platform.

9.0 PROJECT PLAN

The Contractor shall provide a draft Project Plan at the Post Award Conference for Government review and comment NLT 10 business days after award date. The Contractor shall provide a final Project Plan to the COR not later than 30 business days after the Post Award Conference

10.0 POST AWARD CONFERENCE

The Contractor shall attend a Post Award Conference with the Contracting Officer (CO) and the Contracting Officer Representative (COR) no later than 5 business days after the date of award virtually. The purpose of the Post Award Conference, which will be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's draft project plan.

11.0 GOVERNMENT ACCEPTANCE PERIOD

The Contracting Officer's Representative (COR) will review deliverables prior to acceptance and provide the contractor with an e-mail that provides documented reasons for non-acceptance. If the deliverable is acceptable, the COR will send an email notification to the Contractor that the deliverable has been accepted.

11.1 The COR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified by email by the COR of the specific reasons for rejection. The Contractor may have an opportunity to correct the rejected deliverable and return it per delivery instructions.

11.2 The COR will have 5 business days to review deliverables and make comments. The Contractor shall have 5 business days to make corrections and redeliver.

11.3 All other review times and schedules for deliverables shall be agreed upon by the parties based on the final approved Project Plan. The Contractor shall be responsible for timely delivery to Government personnel in the agreed upon review chain, at each stage of the review. The Contractor shall work with personnel reviewing the deliverables to assure that the schedule is maintained.

12.0 CONTRACTOR TRAVEL^[1]

Delivery of each session should be virtual.

12.1 COURSE CANCELTATION

On agreed upon dates, the contractor will conduct training using qualified instructors. GSA will set up the virtual training environment. No later than ten (10) business days before each scheduled course session, the Government can cancel in writing and reschedule at no cost to the Government. In cases of inclement weather, the Government may cancel no later than three (3) business days before the scheduled course session.

13.0 DELIVERABLES

- 1) Precourse stakeholder meeting
- 2) Instructor-led instructional services and facilitated discussions
- 3) All associated electronic materials and supplies
- 4) Testing of the videoconferencing platform prior to virtual delivery of the course using GSA's Google Hangouts platform

14.0 INVOICES AND PAYMENT PROVISIONS

All invoicing shall be done electronically.

Password and electronic invoice access shall be obtained through GSA web site at <http://www.finance.gsa.gov>. Invoices shall be itemized as per the specific line items utilized during that billing period.

Billing and payment shall be accomplished in accordance with this clause. The Contractor shall have the invoice certified by the client representative. The Contractor's invoice shall be for the total amount of training once all sessions have been completed. To ensure timely processing of your invoices, a copy of the invoice shall be submitted via email to the GSA COR. Once approved the Contractor may upload their invoice to the GSA finance website for processing. Failure to comply with the procedures outlined above may result in your payment being delayed.

The Contractor shall submit GSA Form 1142, Release of Claims, with submission of the final invoice. The final invoice package shall be sent via email to the Contracting Officer and Contract Specialist as well as the COR identified in this SOW.

If the invoice is submitted without all required back up documentation, the invoice shall be rejected. The Government reserves the right to have all invoices and backup documentation reviewed by the Contracting Officer prior to payment approval.

Simultaneously provide an electronic copy of the invoice to the following individuals at the addresses below:

Points of Contact

Contract Specialist:

TBD

Contract Specialist Special Project Division/Office of Acquisition/ Public Buildings
Service/National Capital Region/General Services

Point of Contact for Course Information:

Lakisha Guzman

GSA OMSPI, Employee Development Branch

Lakisha.Guzman@gsa.gov - 202-494-4476

Contract Officer Representative: LaKeya Haden

GSA OMSPI

LaKeya.Hayden@gsa.gov - (202- 779-1594